5 FAM 830 INSTALLATION AND MAINTENANCE

5 FAM 831 GENERAL POLICY

(TL:IM-14;   12-30-94)

a.   In view of resource constraints, A/IM supports a limited variety of hardware and software coincident with the Department's transition to open systems. For new installations, the Department supports the use of Microsoft Windows for Workgroups (WFW) (with or without Windows NT or NT Advances Server). The Department no longer supports new installations of server-based LAN operating systems such as Banyan or Novell. However, A/IM will continue to support existing installations of Banyan until further notice. Network systems other than WFW may also be considered for use but will not be supported by A/IM.

b.   The Department has selected the TCP/IP protocol as the basis for its enterprise network. Only the TCP/IP protocol can be used outside individual LANs.

c.   Information Management Officers (IMOs) and local system managers should consult with A/IM/PD/DE/COR in developing DOSNET connection plans.

d.   For all LANs, the post or local IMO or system manager must designate a LAN administrator to assist users and set up new ones, perform backups, and resolve network problems.

5 FAM 832 SOFTWARE

(TL:IM-14;   12-30-94)

a.   A/IM provides help desk support and training for some commercial software applications. 5 FAM 817 Exhibit 817 contains help desk and training numbers to call for assistance. Many products are available through the current Wang contract, the Air Force Desktop IV contract, the NASA Unisys contract, the Mainframe contract,or GSA schedules (contact A/IM/SO/FO/FD for further details).

b.   A/IM provides help desk support and training for the following software products.

(1)   **Client operating system/user interface:** DOS 6.x and Windows 3.1/WFW 3.11/Windows NT.

(2)   **Suite of integrated products**: Microsoft Word for Windows 6.0a or 2.0c word processor; Microsoft Excel 5.0 or 4.0 spreadsheet; Microsoft Access 2.0 or 1.1 database (optional).

c.   A/IM also provides help desk support and training for the following non-integrated products: WordPerfect for Windows 5.2 or 6.0 word processor; Lotus 123 spreadsheet; Paradox by Borland database (optional).

5 FAM 833 HARDWARE

(TL:IM-14;   12-30-94)

Exhibit 832 contains current minimum and recommended PC hardware configurations (for other than Wang VS equipment) necessary for connecting to Open Net, either for full network functionality, or simply for e-mail. The **minimum** configuration means the least capable machine which can be expected to perform the desired job and is intended to let you judge whether hardware on hand can be used. The **recommended** configuration is what you should order if purchasing new hardware.

5 FAM 834 NETWORKS

(TL:IM-14;   12-30-94)

a.   The Department has selected the TCP/IP protocol as the basis for its enterprise network. Only the TCP/IP protocol can be used outside individual LANs. This simplification permits the use of the open standard SNMP (Simple Network Management Protocol) for central monitoring and configuration of the interface between each LAN and the wide area backbone network.

b.   **Open Net** is the Department's global, TCP/IP-based (unclassified but sensitive) data network. Ultimately, Open Net will connect all computing devices in a single network (PCs, servers, mainframes, etc.).

c.   **DOSNET** refers to the Department's global e-mail network application which is carried over the Open Net backbone.

d.   **Wang VS connectivity**—Until the Department's e-mail network (DOSNET) is fully X.400/X.500 compliant, A/IM will support other LAN-based e-mail systems by providing central gateways for connectivity to the VS portion of DOSNET. A/IM also continues to support the Department's Wang VS systems. The system manager should check with A/IM/PD/DE/COR for details.

5 FAM 835 INSTALLING A WANG VS SYSTEM

(TL:IM-14;   12-30-94)

VS system installation involves installing a new operating system, installing software from A/IM, and installing new equipment.

5 FAM 835.1 Installing a New VS Operating System

(TL:IM-14;   12-30-94)

a.   A/IM/PD/AT/SYS/NS is the office responsible for distribution of the certified VS operating system for users on the Department's VS minicomputers in the overseas environment. If an office has purchased a new VS computer and plans to install A/IM supported VS application software in the Controlled User Environment (CUE) the system manager must contact A/IM/PD/AT/SYS/NS for a copy of the currently supported VS operating system.

b.   After the installation, the system manager should copy and reorganize files, if required and update configuration management documentation.

c.   If using CUE, the system manager should make sure that the following five files are in @SYSTEM@:

(1)   YYDUMMY

(2)   YYC001

(3)   YYLOOKUP

(4)   YYSTART

(5)   YYSETRUN

d.   Instructions for specific operating systems are included in the cover letter information for new operating systems.

5 FAM 835.2 Installing Software from A/IM

(TL:IM-14;   12-30-94)

Software applications received from A/IM/PD/AT/SYS/NS will contain a program that will read the tapes and/or diskettes and merge or replace entries on the CUE tables, CONCTAB and FLEXTAB. This software can be restarted in the event of a crash and will generate status reports. The CUE Software Installation User Manual contains complete documentation of the software. The system manager should follow special installation instructions in the cover letter that accompanies the release.

5 FAM 835.3 Installing New Equipment

(TL:IM-14;   12-30-94)

Most new workstations and printers are designated in the Wang contract as customer installable and there is usually a charge if Wang does the work.

5 FAM 835.3-1 Workstations and Printers

(TL:IM-14;   12-30-94)

The following are considerations for the system manager:

(1)   When a new workstation or printer arrives, run a cable from the computer to the location of the new equipment.

(2)   PCs with WLOC cards are used as terminals. Wang will install them initially for a charge, Wang also charges for subsequent moves and reinstallation.

(3)   After a workstation or printer is installed:

(a)   Notify A/IM/SO/TO/PIF/ADP or the supplying office or agency, of receipt of the equipment.

(b)   Update the system configuration (using GENEDIT) to allocate the new device. Detailed instructions are in the *VS System Administrator's Reference.*

(c)   Set the Workstation Defaults in Word Processing if the device is a workstation. To do this, you must log into the new workstation.

(d)   Label the device with its device number and anything else you want the user to know, such as printer class.

(e)   If the device is a workstation and operates under CUE, update the CUE print control table to set the local default printer. If the device is a printer, update or add print control table entries for all workstations that will use it.

(f)   Update configuration management documentation.

5 FAM 835.3-2 Disk Drives

(TL:IM-14;   12-30-94)

a.   The Wang customer engineer will install the drive if it was purchased as Wang installable. Otherwise, it is customer installable. Wang will install it if a funded purchase order is provided. This installation includes aligning the read-write heads. What the system manager must do:

(1)   Notify A/IM/SO/TO/PIF/ADP, or the supplying office or agency when the equipment is received.

(2)   Update the system configuration (using GENEDIT) to show the new device. The CE can do this.

(3)   Initialize a disk for the drive.

(4)   Move files to the new disk, using the BACKUP utility, not COPY. A detailed explanation of BACKUP is in the *VS System Administrator's Guide*. Do not move CUE. If CUE needs to be moved, contact A/IM/PD/AT/SYS/NS for further instructions.

(5)   Exercise the new drive, not only with the new disk but with disks from other drives. Back up and restore the contents of the disk.

5 FAM 835.3-3 Other Equipment

(TL:IM-14;   12-30-94)

Either the Wang CE or the system manager will install the equipment, depending upon the type of purchase. The local system manager will:

(1)   Notify A/IM/SO/TO/PIF/ADP when the equipment is received.

(2)   Update the system configuration to show the new device. If unsure about updating the system configuration, do not do it. Errors may result in a configuration file that cannot be executed. The CE can do this.

(3)   Update the configuration management documentation.

(4)   Exercise the new device.

5 FAM 835.3-4 Application Software

(TL:IM-14;   12-30-94)

a.   Before installing new applications or updates to existing ones the system manager should:

(1)   Make a complete backup of all the files that will be affected by the installation.

(2)   Since users should not use applications when an update is being applied, schedule the installation and notify the users ahead of time.

b.   After installing the application:

(1)   Test all parts of the application thoroughly. Notify the people who provided the application of any problems.

(2)   Notify the supporting agency or office that the update was made.

5 FAM 836 THROUGH 839 UNASSIGNED

5 FAM 832 Exhibit 832

RECOMMENDED PC CONFIGURATIONS

	MINIMUM	RECOMMENDED
Stand alone PC (or client PC on a LAN):		
CPU	Inel 386 20 Mhz	Intel 486 33 MHZ; ISA
RAM	4MB	8MB
Hard disk	40MB	200MB
Monitor	VGA	14" SVGA
Video Controller	-	1MB SVGA
Mouse	-	-
Floppy drives	-	3 1/2 inch and 5 1/4 inch
Operating System	DOS 6.0 w/Windows 3.1	DOS 6.2 w/WFW 3.11
Serial Ports (for mouse & modem)	2	2
Network Card	3COM 3C507	3COM 3C509
Post or Office/Server PC:		
CPU	Intel 486 33mhz; ISA bus	Intel 486 66MHz;ISA bus
RAM	16MB	32 MB
Hard Disk	300MB IDE	500MB SCSI
Monitor	VGA	SVGA
Video Controller	-	2MB SVGA
Tape Drive	none	525 MB QIC SCSI
CD-ROM Drive	none	ISO 96601 Standard SCSI
Mouse	-	-
Floppy drives	-	3 1/2 in and 5 1/4 in
Operating System	DOS 6.2 w/WFW 3.111	Windows NT
Serial Ports (for mouse & modem)	2	2

| Network Card | 3COM 3C507 | 3COM 3C509 |

TCP/IP Protocol-any of the following, as applicable:

Banyan TCP/IP on Banyan servers

Novell TCP/IP on Novel servers

for WFW, eithe:

Microsoft TCP/IP for WFW;

FTP Software PC/TCP;

SunSoft PC/NFS;

Fronteir Technology Super TCP

For Windows NT or NTAS, TCP/IP is built-in.